

**Minutes of the Information Management Panel**  
**Friday, January 23, 2004**

Bruce called the meeting to order at 8:37 a.m.

**Present:** Supervisors Genia Bruce, Jim Behrend, Duane Paulson, and Bill Mitchell. **Absent:** Citizen Keith Pickens.

**Also Present:** Information Systems Manager Michael Biagioli, Applications Development Administrator Wayne Naegele, End User Computing Administrator Dave Broker, Systems Technology Administrator Al Mundt, Chief of Staff Lee Esler, Office Services Coordinator Windy Jicha.

**Approval of Minutes November 21, 2003**

**MOTION:** Mitchell moved, Behrend second, to approve the minutes of November 21, 2003 as amended.

**Motion carried:** 4-0.

**Future Meeting Dates**

- Friday, March 5
- Friday, April 2

**Update on the Progress of the Justice System Integration**

Biagioli said we've made progress with state regarding the installation of the District Attorney's (D.A.'s) PROTECT System. The system will be installed the third week of May 2004. Information Systems (IS) staff members are working with the state to develop data conversion tables. A work group consisting of staff from IS and D.A.'s office are meeting with the state to review technical and business progress. Some members of the work group went through training yesterday. The scheduling module of PROTECT will cost \$40,000 and will be delivered February 27, 2004 for testing. We will have three test data conversion runs before the go-live date in May 2004. The testing allows the D.A.'s staff to review the data before the live date. Working with the state has been a good process and changes have been made to PROTECT due to issues brought up by Waukesha County. One change is the state will make is to match the U.S. Postal addressing schema so that mailings from the system will be easier. The state is also accelerating the development of the Ecitation application with the Highway Patrol Division of the DOT.

Biagioli said PROTECT lacks the ability to transfer citations to CCAP. The courts will have to manually enter this data until there is a method to transfer data electronically. Biagioli told the state that he would not modify the system. We are on track for the May deadline to go-live.

Biagioli said on the data warehouse side, they are defining the components of the data warehouse according to CJCC defined values. They are also mapping the data to have a clear map of the data. It needs to be determined what the CJCC and all county departments needs are in order to build the data warehouse. He expects the warehouse to be completed during the third quarter of 2004.

**Update on the WiSACWIS Implementation**

Biagioli distributed a handout outlining the current implementation of WiSACWIS. The State Department of Health and Human Services (DHHS) rejected Waukesha County's suggestion to allow the county to interface with their system and database rather than requiring the county to integrate WiSACWIS into our systems and environment. It would cost Waukesha County \$350K per year if the system isn't installed because the county would forfeit IV-E child support money. The grant the state got from the federal government for SACWIS was contingent upon all 72 counties in Wisconsin to accept and use the system. The DHHS told Waukesha County, that if Waukesha County chooses not to use SACWIS, the state would not get the grant money which amounts to \$13 million statewide. Because of the overriding issues associated with rejecting the SACWIS system, Waukesha County determined that it would move forward with the

integration of SACWIS into the county automated HHS systems environment. This has required a significant modification to the IS support schedule for HHS. The system must go live June 2004 and there is no fall back plan. They have isolated IS staff member Tony Limoni to finish up the Avatar PM Module. The rest of the team, Kathleen Polaski and Keith Anderson, will be working with SACWIS. Consultant Judy Shibiliski has been contracted for six to seven months to consult on the project. She assisted Racine County with their successful SACWIS implementation. The state is offering a 50% offset for costs associated with installing SACWIS in the county. Waukesha County will make a claim to receive these monies. Biagioli said IS staff will do a cost benefit analysis to decide if an electronic interface is the least expensive and time effective method to interface with the state. We will spend the money to automate the interfaces if it is cost effective.

Biagioli said all other project efforts associated with the support of HHS have been reviewed, prioritized and in most cases deferred until after SACWIS is completed and functioning as required. Work on the case management software package will begin in November or December. We have a price guarantee that will expire in June for the Avatar Case Management software but he is confident that we can get an extension on the expiration date.

Naegle said based on the Wausau SACWIS meeting this week, it was determined that if you use the tablet to interface with SACWIS, all you can do is update the notes. With the word processor piece HHS staff will only be able to view cases assigned to them. Supervisors won't be able to view cases of their subordinates. They will only be able to view their own cases. Biagioli said HHS staff wants remote access. He doesn't see the advantage of eight people being able to use SACWIS remotely. With the tablet, information entered remotely will upload while information entered from the HHS building will not upload.

Biagioli said Waukesha County will be billed \$56-\$76K per year for SACWIS. The state amortized the cost of the system over a 30-year time frame and charged counties 50% of the amount needed to keep it updated. The other 50% of costs will come from additional IV-E money the state expects to get.

Esler asked how much will it cost for seven months of consultant work. Naegle said approximately \$83K of which 50% is reimbursable by the state. Internal staff time is also reimbursable up to 50% from the state. Biagioli said he expects two staff members to work on the project in October and November and overall expects 4500 hours of IS staff member time on SACWIS. Naegle said seven months is a very aggressive timeline. There are five total interfaces of which the county has to complete three. The other two interfaces are for the case management system. The state recommends completing one interface during the six-month conversion.

#### **Update on the Information Systems Project Workload for 2004**

Biagioli distributed the 2004 workload for the IS Department. The project workload was given to the Technology Steering Committee in December 2003, which was 6 months after approval of the budget. Things change as you dig into projects and find out what it will really take to get things done. The handout outlines the allocation of staff for the division. The last chart in the handout covers the annual manpower allocation for IS. Biagioli indicated that they rely heavily on interns. Interns are extremely useful and cost effective and he will continue to use them.

#### **Update on the Replacement System for Tax Records and Listing**

Biagioli said an RFP was put out to do an analysis of business practices in the Treasures and Register of Deeds Offices. The plan was to recommend business changes in the departments so the business flow matches more evenly with the Easy Access software. Easy Access has no Wisconsin clients so it will take the company some time to customize the software to work for Waukesha County. Whitman and Hart were

brought in to perform the analysis. It will take approximately 90 days to come up with recommendations and to chart the flow for Easy Access coding. They've had some contract issues with Easy Access. Per the recommendation of Waukesha County, Easy Access has agreed to purchase a bond covering errors and omissions from this project.

### **Web Section Update**

Naegle said there are three current projects: Online bidding, the land information upload and the Parks Web page. The business requirements for online bidding are being reviewed by purchasing. They are looking for canned packages that will work. This project would allow bid information to be posted to the county Website and also allow companies to bid on projects Online. The land information upload would allow GIS information for new parcels of land to be uploaded and downloaded from municipalities. The Parks Web page project will convert the department Website page to the county standard.

### **Update on Remote Access**

The committee did not discuss this issue.

### **Update on Microsoft Licensing Strategy**

Broker said we did an analysis of our options and found two Microsoft options. We can buy Microsoft licenses as needed or purchase an enterprise agreement. The enterprise agreement is very expensive. Software insurance could be purchased on a "onesy-twosy" basis and would cost more but would guarantee updates, training and support. Biagioli said we have signed up for some software insurance and licenses as needed.

Esler asked are other government agencies in the same boat? Biagioli said Milwaukee County is having the same problem. Milwaukee County was going to sign the enterprise agreement until they realized they would not get a rebate for their current licenses. All 4,000 Milwaukee County PCs would have to be licensed through the enterprise agreement. Biagioli said he doesn't think the state will be able to sign up the 15K minimum PCs needed to the purchase of the enterprise agreement at a reduced rate.

### **Update on the Progress of the Waukesha Communication Center**

Biagioli distributed a timeline of major tasks at the Communications Center. He explained that all information on the timeline in "yellow" has been completed. All tasks are on track. Tomorrow the Jail Records Management system comes up on Spillman. Complete production of this piece should be done by Monday. The Police Records piece will go live at 12:01 a.m. on Tuesday, January 27, 2004. They've had several successful data conversion runs. This week new dispatchers are going through training.

Biagioli said there are two issues on the dispatch side of Spillman. One issue is that they don't have the beta version of the geobase. To correct this, Spillman needs to get new address information from Waukesha County and implement it into the geobase module. Once the information is received, it will take 14 days to integrate it into the system. Biagioli said Dittmar thinks he will have this file completed next week. This part of the plan is one month behind. Biagioli said Dittmar has found an interesting anomaly in Merton. In 2003 Merton began converting street addresses to grid addresses. The community isn't converting all addresses at one time. A geobased system can't handle this issue without a high amount of expense. Biagioli said he asked Finley to call the Merton to see if they could complete the conversion prior to the go-live date so as not to delay the process. This issue puts the residents of the community in harms way because dispatchers at the Communications Center may not be able to direct Sheriff's Deputies to Merton addresses. Merton is expected to be part of the May go-live date because the Sheriff's Department polices this community.

Spillman has never had to deal with this issue of split addresses. Biagioli said the right way for Merton to convert addresses is to do them all at one time. Addresses have been changed as properties change hands.

Biagioli said the go-live date for CAD and dispatch is May 22, 2004. LACS is expected to go-live on July 27, 2004 while the City of Brookfield will go-live on November 8, 2004. He said he has verbally extended the contract with contractor Donn Hoffman to keep things on track. Hoffmann's leadership is the reason things are on track. Hoffmann has been involved in all aspects of the Communications Center keeping everything on time and on target.

Biagioli said the hot backup in context is the City of Waukesha. We have the switching technology to make this happen. In an emergency we can switch all calls to the City of Waukesha until the calls can be sent back to the Sheriff's Department. Of all the communities they visited, the hot back-ups were a huge issue but by the time you switch over calls, the backup dispatch system is up and running.

Esler asked what the retrofit in the Sheriff's Department consists of? Biagioli said they will prepare PCs for the Sheriff's Department to use in case of an emergency at the Communications Center. These PCs will have all the software that the PCs in the Communication Center have.

**Tour of the New Waukesha County Communications Center (911 Center)**

The committee toured the Waukesha County Communications Center.

**Motion to Adjourn**

**MOTION:** Behrend moved, Mitchell second, to adjourn the meeting at 10:15 a.m. **Motion carried:** 4-0.

Respectfully submitted,

Duane E. Paulson, Secretary  
Information Management Panel